

Press Release

Headquarters Air Reserve Personnel Center
Office of Public Affairs
6760 East Irvington Place #1010
Denver CO 80280-1010
(303) 676-6515
Fax: (303) 676-6504



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Duty History centralized for Reservists

By Tech. Sgt. Rob Mims
HQ Air Reserve Personnel Center Public Affairs

DENVER – Beginning mid-March 2006, Air Reserve Component members will be able to access and change their duty history via the virtual Personnel Center Guard and Reserve, a 24/7 customer service Web portal operated by the Air Reserve Personnel Center here.

In an effort to further centralization and automation, which are important in the overall mission of Air Force transformation, ARPC continues to centralize processes once located at unit level military personnel flights.

The most recent process to be centralized is Reservist duty history. Before now, Reservists had to visit their local MPF to change or request a copy of their duty history. Now, no matter the time of day, Reservists can log on to the vPC-GR at **<http://arpc.afrc.af.mil/support/default.asp>**. If no account is established, the Airman will have to answer a few questions to receive a user name and password.

Once logged in, members can click on “Duty History” and the screen will be populated with the person’s duty history. The customer also has the option to add, edit or delete data. In some cases, supporting documentation may be required for information to be corrected. Documentation can include Special, Permanent Change of Station, General or G-Series orders or even performance reports. The documents can be attached to the request for change while logged in to vPC-GR Web portal or by a separate e-mail.

Once the submission is received, the customer will be e-mailed a tracking number. Moreover, when the actions are completed, they will receive an e-mail letting them know.

“The ultimate goal is to improve how we deliver services to our Reservists,” said Col. Ann Shippy, ARPC commander. “It is time that we stop making people drive across base to go to the military personnel flight to do their updates. That is what this whole PSD effort is about.”

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The technical wizards and personnel specialists of the Service Delivery Transformation Team at ARPC continuously study which processes handled by local MPFs can be centralized and automated at ARPC.

Since the launch of the vPC-GR in mid-2005, several processes have been automated or centralized, including the 20-year letter, mortgage letter, letters to officer promotion boards, pre- or post-promotion board counseling requests, and many more. Overall, the team is studying more than 100 processes for automation and centralization. ARPC is transforming into the ultimate military personnel center for our Citizen Airmen.

“Working with available technology to create a quality self-service delivery product that the entire Air Reserve Component will use someday is very satisfying and rewarding,” said Craig Carter, an Information Technology Specialist with the ARPC Communications Directorate, Applications Software/Systems Analysis branch.

He, along with Thomas Laursen and Gregory Zipprich from the Communications Directorate, developed vPC-GR from scratch with very little or no costs associated. Each time a new process is tagged for automation, the team works on getting it automated.

The goal is to bring as many “front-line” personnel services from throughout ARPC and the Reserve into the Contact Center or on to the Web.

“Sure, change is hard, but inevitable,” said Dave Aldrich, Director of Personnel Service Delivery here. Businesses across the globe use Web-enabled tools to deliver goods and services to their customers; our Air Force ought to be no different. Let’s keep Airmen on the flight line, in training, or ensuring their readiness—not sitting on a customer service bench.”

In the future, centralized services should account for nearly every aspect of every Reservists’ personnel actions, from initial enlistment to far beyond retirement and everything in between.

For just over two years, transformation has been at the forefront of the Department of Defense’s Joint Vision 2020 and Air Force Vision 2020. ARPC is doing its part to incorporate that vision.

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For more information, contact the Air Reserve Personnel Center Public Affairs office at 303-676-6515 or DSN 926-6515.

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